

Personnel

pRide

SPECIAL
OPEN ENROLLMENT
ISSUE

Published by The Rhode Island Office

of Personnel Administration (OPA)

AUGUST 1993



EMPLOYEE BENEFIT ISSUES

by Brian E. Keeler
Chief of Employee Benefits

I am pleased to announce the awards for the **HEALTH PLANS** which resulted from the recent bid process. Because of certain legislative and bargaining unit considerations, bidders were asked to submit proposals which duplicated the existing level of benefits. Although benefits essentially remain the same, the bid process in itself resulted in holding down the average rate of increase to **7.5%** over prior year, as compared to **14%** nationally. This is good news for employees, since the basic health plans will again be provided without cost to all employees and dependents for the period September 1, 1993 — June 30, 1994.

HEALTH INSURANCE PLANS SELECTED:

HealthMate
Blue Cross Classic
Harvard Community Health Plan — NE
United Health Plans of NE
(formerly Ocean State Physicians Health Plan)
Pilgrim Health Care
(Note that HMO Rhode Island is no longer being offered by Blue Cross).

DENTAL PLAN SELECTED:

Blue Cross Dental

OPEN ENROLLMENT:

August 1-31, 1993. Look for information elsewhere in this newsletter. Complete descriptive packages will be mailed to all employees in late July. Please note that you only have this once per year opportunity to change options.

SUPPLEMENTAL HEALTH PLANS SELECTED:

CANCER PLAN (100% employee paid)
Cancer Guardian Plus (Colonial Life & Accident) Benefits have been enhanced, choice of 4 plans, and premiums reduced over previous carrier AFLAC). Currently insured employees may stay with AFLAC on a direct pay basis or apply for coverage under the Colonial Life plan on a payroll deduction basis, with the 30 day waiting period waived. Rates are guaranteed for the period September 1, 1993 — June 30, 1996. **Employees may apply at any time** for coverage subject to evidence of insurability guidelines. Further details will be sent to all agencies soon.

1993 HEALTH PLAN OPEN ENROLLMENT

Enrollment Period

August 1-31

Effective Date

(coverage)

September 5



FROM THE OFFICE OF THE GOVERNOR Executive Orders

No. 93-11 Date 6-24-93 Subject Indemnifies Maurice C. Paradis, former Director of the Department of Business Regulation. Declares that Paradis was acting in his official capacities as Appointing Authority and Director of the Department of Business Regulation in connection with all actions affecting the employment of Susan Hayes by the State of Rhode Island.

For more information or copies of Executive Orders, call the Office of the Executive Counsel, 277-2080, Ext. 258.

ZAMBARANO'S SENIOR GARDENER RECEIVES AWARD

Peter Neff, senior gardener at Zambarano Memorial Hospital, is the recipient of a citation from the Rhode Island Federation of Garden Clubs, Inc. in recognition of his work in the design and maintenance of the extensive gardens at the hospital. The award was made at the RIFGC's 1993 annual meeting.

In 1980, at the age of 17, Neff came to work at Zambarano as a cook's helper. At the same time, he enrolled in the University of Rhode Island's Master Gardener Program, and completed it two years later.

During those years, he researched the early gardens at Zambarano, and was impressed by photos of a huge Victorian garden that once flourished there, was used for many functions, and was tended by patients and staff members for therapeutic and recreational purposes.

In 1985, Neff transferred to the grounds department of the hospital as a laborer, where he would later become the senior gardener. Upon transfer to his new job, he immediately made plans for an expanse of gardens complete with brick walkways and a reflecting pool, on a knoll to the left of the main building, near the site where once, long ago, a victorian garden graced the grounds.

Neff's interest in historic gardens goes back many years, and he frequently travels to Old Sturbridge Village to research the gardens there. He has become a close friend of the OSV horticulturist, and they often exchange plant seeds and plant materials, gardening techniques and design ideas.

Since 1991, Neff has been engaged in independent study at Harvard University's Arnold Arboretum, attending numerous symposia keynoted by gardeners of world renown.

Neff considers himself lucky. "My work" he says, "is also my hobby." He feels very fortunate to have the opportunity to incorporate his life-long interest into his work at Zambarano.

CANADA LIFE

Group Basic and Optimal Life Plans

New booklets on these plans are now available from your agency Personnel/ Payroll Officer.

MHRH ASSOCIATE DIRECTOR IS CANDIDATE FOR HENRY TOLL FELLOWSHIP PROGRAM



Robert Plante, MHRH Associate Director for Human Resource Management, has been selected to participate in the Henry Toll Fellowship Program in Lexington, Kentucky, August 28-September 2.

The program is named for Senator Henry Toll, a Colorado state senator who founded the Council of State Governments in 1934. Toll believed that the states are

true laboratories of democracy, and therefore are the best source of insight, ideas and innovations.

The Henry Toll Fellowship Program was established in 1986 on the premise that if states are to meet tomorrow's challenges, they must prepare for them today. The fellowship program aims to help develop the next generation of state leaders through an intensive five-day program that offers information and perspectives that extend beyond any one state's borders.

Criteria for consideration as a Toll Fellow include service and contributions to state government, leadership qualifications, and an interest in sharing the knowledge and experience gained through participation in the program, with colleagues and associates in state government.

Each year, one candidate from participating states is selected for the program. Plante is the third MHRH official to participate in the fellowship program. Stephen McAllister was a 1992 Toll Fellow, and Director A. Kathryn Power is a member of the Toll Fellowship Class of 1991.

DET DIRECTOR ROBINSON RECEIVES AWARD

Rhode Island Department of Employment and Training Director John M. Robinson was a recipient of the New England Training and Employment Council's Ninth Annual Awards for Excellence. Mr. Robinson received the award for excellence in leadership in the area of employment and training and human resource development. The 1993 Annual Awards for Excellence were presented at the Dislocated Workers Conference held in June in Worcester, Mass.

Mr. Robinson was cited for his efforts in implementing new initiatives during his 3½ year tenure as Director, that have increased the organizational service capacity, encouraged a creative climate, and improved the overall responsiveness of the Rhode Island Department of Employment and Training.

pRIde

Personnel pRIde is published by the Office of Personnel Administration, Division of Human Resources, Department of Administration, William E. Powers Building, One Capitol Hill, Providence, RI 02908-5860.

Director of Administration:

Harry J. Baird

Associate Director, Administration/Human Resources:

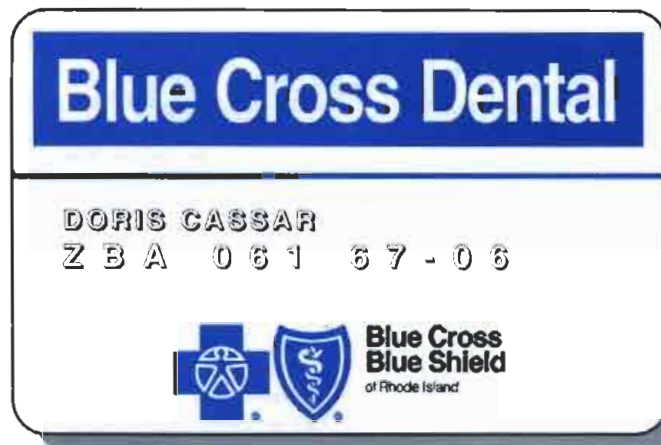
Robert Tetreault

Personnel Administrator:

Anthony A. Bucci

Editor:

Donald J. Boisvert



**Enamel. Gold caps.
Your lips.
None of them covers
your teeth more
completely than
Blue Cross Dental.**



Using Lotus 1-2-3 Fee \$99

This 15-hour course introduces participants to this popular spreadsheet program. Topics include moving around the spreadsheet, entering labels, values and formulas, printing, creating graphs, using Lotus as a database, and macros. This class requires little or no computer experience. Course 1: 5 Thursdays beginning August 26, 1993; Course 2: 5 Mondays beginning September 13, 1993 (no class October 11); Course 3: 5 Fridays beginning November 12, 1993 (no class November 26). All classes held 9 a.m. - 12 noon; 1/2 credit Instructor: Michael Hughes, M.A..

Desktop Publishing Fee \$99

The Macintosh's graphical interface makes it an ideal desktop publishing tool. Using programs such as Pagemaker, participants will learn the basics of combining graphics, text, and style to prepare single-page and multi-page documents. 5 Tuesdays beginning September 14, 1993 9 a.m. - 12 noon; 1/2 credit. Instructors: James Davis, Ed.D., and Michael Hughes, M.A.

Introduction to the Disk Operating System (DOS) Fee \$20

This course will serve as an introduction to the Disk Operating System. Topics will include basic DOS commands, making and removing sub-directories, copying files, and formatting disks. Each participant will have their own computer. Course 1: Friday, September 17, 1993; Course 2: Tuesday, October 19, 1993; Course 3: Wednesday, December 8, 1993. All classes meet 9 a.m. - 12 noon. Instructor: Michael Hughes, M.A.

Stress Management Fee \$99

Fifty percent of all employee absences are stress related. Stress is the #1 health problem facing employees and managers today. In this course participants will examine stress, where it comes from, how it affects the quality and quantity of work, health, and ability to function at optimum efficiency. Participants will diagnose the sources of stress in their lives and plan a course of action for managing stress more effectively. Course 1: 9 Mondays beginning September 20, 1993; Course 2: 9 Tuesdays beginning November 16, 1993. All classes meet 9 a.m. - 12 noon; 1 credit. Instructor: Sylvia Weber, M.S., R.N.C.S.

Situational Leadership and Delegation Fee \$35

Flexibility is the key to managerial success! This 15 hour program teaches managers how to master four leadership styles: Directing, Coaching, Supporting, and Delegating. Flexible managers can draw on these different styles to best meet the needs of their employees. You will determine your own leadership style and will develop skills to help apply all the leadership styles to the myriad of employee situations you regularly encounter. Thursday, October 14, 9 a.m. - 4 p.m.; Friday October 15, 9 a.m. - 12 noon; Thursday, October 21 and 28, 9 a.m. - 12 noon; 1/2 credit. Instructor: Diana Donovan, M.Ed.

CPR Fee \$20

This course is relevant to employees who wish to learn basic, adult-to-adult one-person applied CPR and intervention methods to help choking victims. Participants will receive Heart Association Certificates of completion. Centers for Disease Control guidelines are strictly followed for sterilization of the manikin. Wednesday, October 20, 1993, 9 a.m.-12 noon. Instructor: Karen Grant, M.P.H. Note: Protective masks are unnecessary, but feel free to bring your own if you would feel more comfortable. Masks can be purchased at any medical supply store for approximately \$5 - \$10.

Financial Planning Fee \$15

Attaining a comfortable financial future can be a challenge! But with key information and strategies to assist, you CAN reach your financial goals! Learn how you can set financial goals, build your assets safely, and assess the insurance protections appropriate for you! Thursday, October 21, 1993; 3 p.m. - 5 p.m. Instructor: Christine Roessell, C.F.P.

Secrets of Secretarial Sanity

(Formerly Secrets of Secretarial Success) Fee \$75

In this 15-hour course, designed specifically for secretarial and clerical employees, you will learn specific workplace communications and assertive skills, time management techniques, and stress management skills to enhance your job performance and make your job easier! October 21 (9 a.m. - 12 noon), October 27, November 3, 10, and 17, 1993 (1-4 p.m.); 1/2 credit. Instructors: Tina M. Rosa, Dorothy D. Zimmering, M.Ed., and Susan Jacobs Reidy, A.C.S.W.

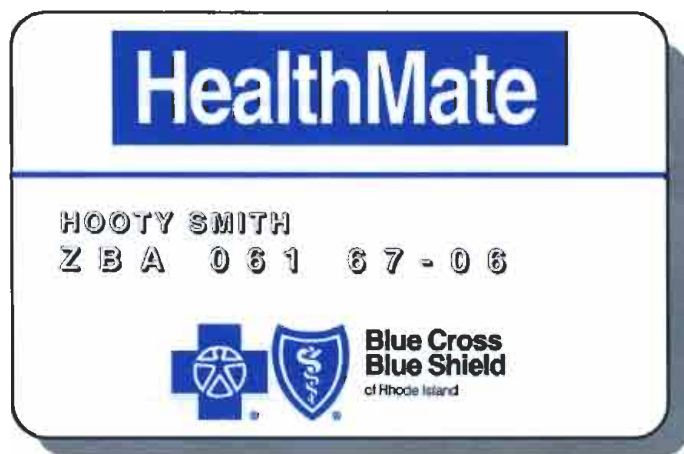
Introduction to Word Perfect 5.1 Fee \$99

In this 15-hour course, participants will learn how to use this popular and powerful word processing program. Members of this class will have their own IBM computer workstation or compatible during each session. Course 1: 5 Tuesdays beginning October 26, 1993; Course 2: 5 Wednesdays beginning October 27, 1993; 9 a.m. - 12 noon; 1/2 credit. Instructors: James Davis, Ed.D., and Tina M. Rosa.

Employment Discrimination Fee \$20

Continuing Legal Education for attorneys This broad area of law covers such specific discrimination issues as: Handicapping conditions and the requirement for reasonable accommodations; Sex — Including pregnancy and sexual harassment; Ancestral origin — involves English only rules and the Immigration Reform and Control Act; Age; Religion — reasonable accommodation needs; Race or color; Sexual Orientation. The process of filing a charge or lawsuit, retaliation and damages related to the above will be presented. Related issues/laws such as discrimination in contracts, Chapter 42-87, lie detector tests, and blood and urine test will also be covered. Wednesday, October 27, 1993; 8:30 a.m. - 10:30 a.m. Instructor: Cynthia Hiatt, J.D.

(continued on page 11)



**Not even Hallmark
has a card that
keeps you healthy.**

Our research has shown that many people are now more concerned about the cost of their health care than they are about its quality.

Which is understandable. Health care costs have risen

care. Ours is a managed care program. Instead of having to track down a different physician for every ache or cough, you come see your own personal Harvard Health primary care physician, whom you choose when you join the plan.

These Days, Many People Are More Worried About Feeling Pain In Point B.

a lot in the past few years, and people's concern about those costs has risen accordingly.

At Harvard Community Health Plan of

New England, we understand these fears. What's more, we're doing something about them.

As a result of our efforts to manage and control costs, we've had the lowest rate increases in the area for the past two years. We offer a flexible family of plans that make health care more affordable for both employers and employees. And we offer some of the industry's lowest co-payments.

How is it that we've been able to keep a rein on costs while the prices of other providers have crept steadily upward?

We offer a unique vision of the business of health

That physician then coordinates all aspects of the care you

receive in a system designed to provide an optimum combination of quality and efficiency. Because

ours is an integrated

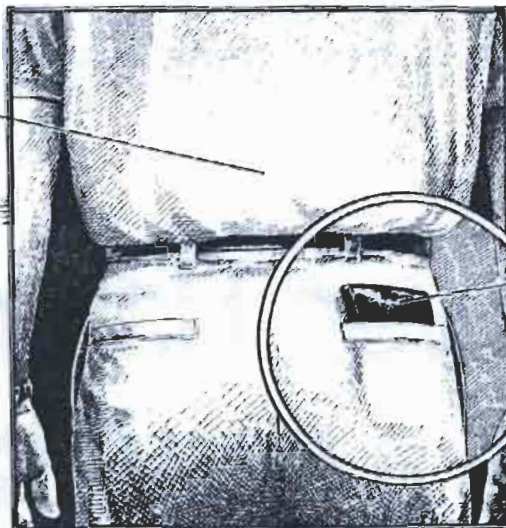
system of medical care, we're able to keep our costs down, and yours as well.

And we encourage preventive care, preferring to cure a small ailment

now than to take on a major problem later.

To find out more about Harvard Community Health Plan of New England, call us at 1-800-848-HEALTH. We'll tell you more about why a system as complex as yours deserves care as complete as ours.

And if you should ever feel a pain in your lower back, you'll be able to concentrate on your physical condition, instead of your fiscal one.



 **Harvard Community
Health Plan** of New England

SURVEY SHOWS MORE EMPLOYERS RAISING WORKERS' SHARE OF HEALTH CARE COSTS

More than one in three employers responding to a recent 1993 *Survey of Employee Benefits* reported that they increased their employees' share of health care premiums as a cost-control measure during the past year, and nearly one in four said they upped workers' copayments. Employers have shown an increasing reliance on these two strategies in three successive annual surveys (see bar graph below). Raising employees' deductibles, a tactic used by 23 percent of the 2,840 employers responding to the survey, remained a common cost-cutting measure, but it was no more common this past year than in the previous year. Managed care jumped in popularity on this year's survey, with 19 percent saying they used it to reduce costs, as compared with only 10 percent of employers saying they relied on it as a way of cutting costs.

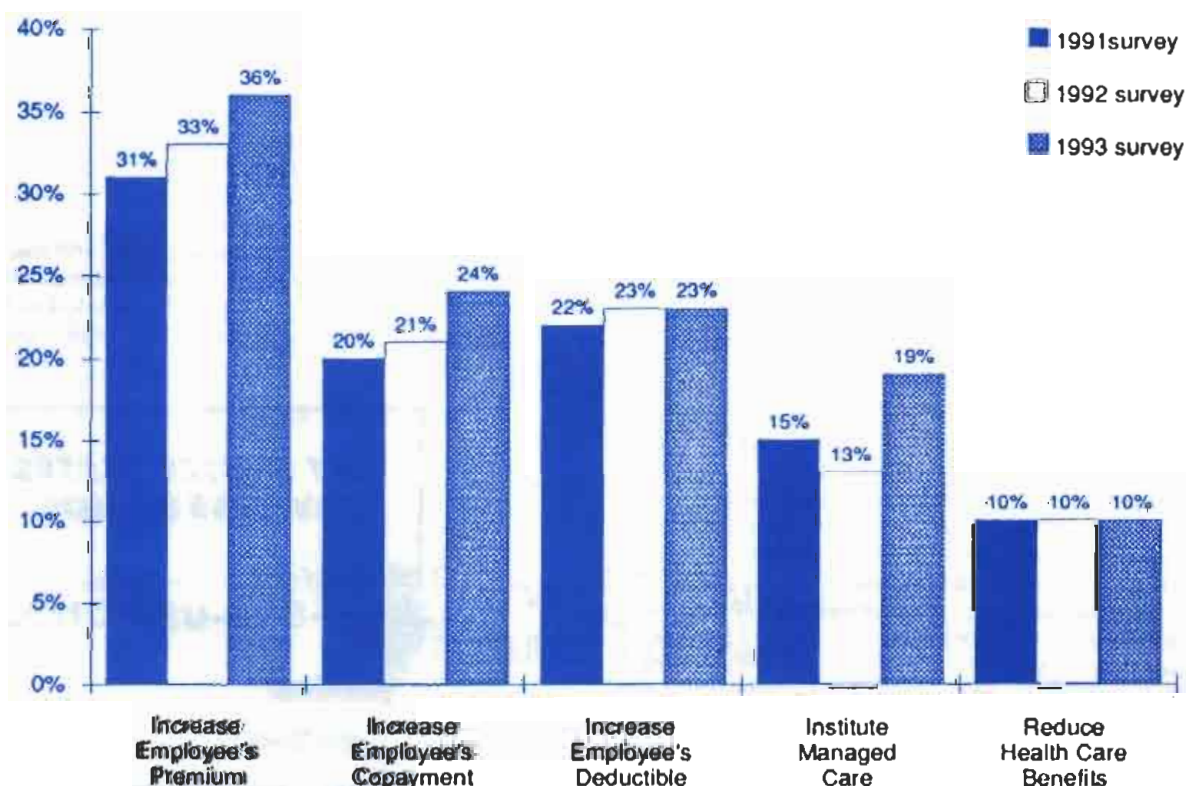
Dependent Coverage costing employees more

The survey indicates that employees now are shouldering a greater share of the financial burden for their dependents' health insurance than last year. In the 1992 survey, deductibles of \$400 or more for dependents were reported by only about one in three respondents. Deductibles at this level were much more common among respondents to the current survey, about 43 percent of whom said they had deductibles of \$400 or more for employees family members. Employers also have decreased

the percentage they pay for premiums for employees' dependents. In the 1992 survey, more than half of the survey's respondents reported paying 80 percent or more of premiums for employees' dependents. This year, only about 37 percent said they paid 80 percent or more.

In the debate surrounding possible new health care systems for the nation, employers' actions will resound as loudly as their words. A continued rise in employees' share of health care costs will play a part in increasing public dissatisfaction with the current system and the cost spiral it has produced. Notwithstanding industry's characteristic skepticism about governmental intrusion, the conditions reflected in these survey findings stand as clear signals that a wide sector of American business is simply not coping very well with today's health care situation. These signals are likely to be interpreted in Washington as demands for change, demands as unmistakable and unequivocal as those being articulated by the uninsured and the underinsured.

Percent of Employers Taking Specific Measures in Previous 12 Months to Control Health Care Costs



WILL "CAFETERIA" BENEFIT PLANS SURVIVE HEALTH CARE REFORM EFFORTS?

Whether flexible benefit programs will survive current health care reform efforts was the question for most of the attendees at the annual conference of the Employers' Council on Flexible Compensation (ECFC), held in Arlington, Virginia, last spring. With the Clinton administration apparently poised to propose a mandatory, "one-size-fits-all" benefits package, there are serious doubts about the future of individualized benefit plans that give employees a range of choices. Will there be a cap on benefits? Will limitations be placed on the employer exclusion? Will "reform" put an end to self-insurance? Will employees be taxed for benefits they receive on the job? ECFC is lobbying hard to ensure that these questions are answered in the negative when Congress takes them up, but the organization is by no means confident of its ability to affect the outcome of the debate.

Defections from ranks

Although ECFC has not lost a legislative battle in its 12-year history, this struggle shapes up as "David fighting Goliath" according to the Council's executive director Ken Feltman. "Flex is more vulnerable today than at any time in its history," remarked Feltman. His disappointment was manifest as he described how longtime friends of flex—notably, the Health Care Insurance Association of America and the U.S. Chamber of Commerce—have recently come out in favor of taxation of benefits. Taxation, whether aimed at employees or at employers, would effectively cut off the advantages that make flex attractive to employers, according to Feltman.

Feltman was combative in his reaction to the turnabout of old allies. "We do not support reform that enriches one segment of the health care community at the expense of others," he said, pointing out that the aim should be to reform health care, and not to "guarantee a market for certain players or ensure that all hospital beds are filled."

New lobby formed

ECFC is especially critical of the current rush to enact taxes without a particular object in mind, and it has formed a new organization, the Coalition to Preserve Health Benefits, to lobby against any major tampering with the tax laws that make flex as successful as it is. As an adjunct to the formal lobbying initiative, conference organizers provided a bank of telephones for participants to use to apply political pressure to hometown congressional representatives.

Managed competition anyone?

ECFC also announced the results of its annual survey of congressional staffers at the Arlington conference. One major finding had to do with "managed competition," the term Washington insiders use to describe the unspecified mix of private insurance and national mandates that is thought likely to come out of the current reform effort. Among the 122 members of Congress whose staffers were contacted, managed competition was by far the most popular reform: 64 percent of the respondents said their bosses were for it. However, when the staffers were asked to describe what they meant by "managed competition," few could do so. Nearly half described managed care.

"Nobody knows what we're doing yet," said Ken Feltman, in announcing the survey finding. "We don't even have the nomenclature down."

SEXUAL HARASSMENT CLAIMS ON THE RISE

The number of sexual harassment claims charges continues to climb, according to the Equal Employment Opportunity Commission (EEOC). The Agency reports that in the last quarter of 1990, 728 complaints were lodged. For the last quarter of 1991, the EEOC received 1,244 complaints, and for the last quarter of 1992, there were 1,608.

Many commentators attribute the increase in charges to the publicity surrounding the hearings of Clarence Thomas for the U.S. Supreme Court, during which, attorney Anita Hill accused Thomas of sexual harassment. Whatever the reason, it is clear that employers aren't doing enough to create a sexual harassment-free environment.

To help employers deal with this issue, here is some practical advice for human resources professionals as well as supervisors and managers. The information is provided by Natalie Camper, Ph.D., founder of The Camper Group of Chestnut Hill, Massachusetts. Camper is a management and organizational development consultant who frequently provides sexual harassment training seminars.

Tips for managers

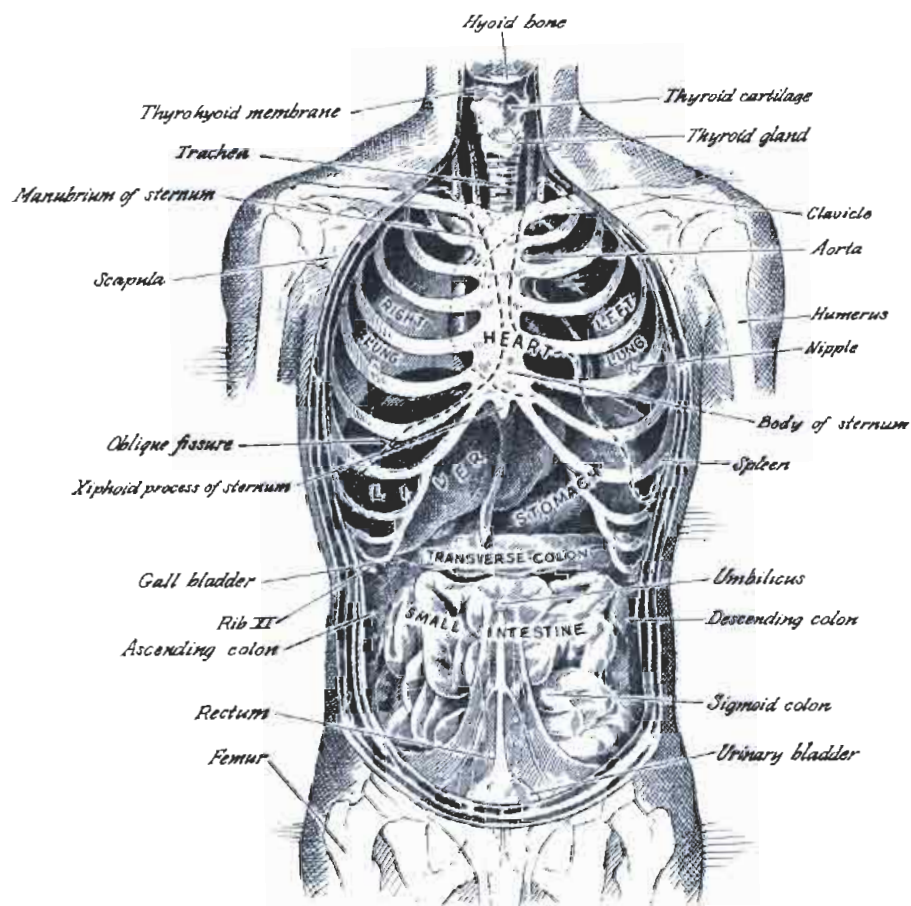
- Be sure that you have clearly written policies and procedures on sexual harassment, and that they are distributed throughout the agency.
- Be absolutely clear about your organization's policies and procedures, and state and federal laws, as well as your personal responsibilities as an agent of your employer.
- Keep your own behavior above reproach and your department free of anything that might be construed as contributing to a "hostile environment."
- Be alert for both verbal and non-verbal clues when you suspect inappropriate behavior. Smiles and funny rejoinders to risqué stories sometimes mask discomfort.
- Conduct exit interviews to ascertain whether sexual harassment had any part in someone leaving your department or the organization voluntarily.
- Take appropriate action promptly if incidents of sexual harassment come to your attention; notify the appropriate Human Resources professional about any such allegations. If you are the person charged with investigations, notify your immediate supervisor each time an incident has been brought up, even before you conduct an investigation.
- Document every meeting that you have about this issue with any employee. (This applies both to human resources professionals as well as to all supervisors and managers.)
- If you are authorized to conduct an investigation, be certain that you do not presume guilt and that you follow the guidelines established by human resources or legal counsel in your organization.

BUY UNITED STATES SAVINGS BONDS

For the current rate call...

1-800-US-BONDS









A System As Complex As Yours

Deserves Care As Complete As Ours.



Harvard Community
Health Plan of New England



OCEAN STATE PHYSICIANS HEALTH PLAN
has changed its name to
UNITED HEALTH PLANS OF NEW ENGLAND
But you'd have to look really close
to notice any difference.



OFFICE OF TRAINING AND DEVELOPMENT COURSES

(continued from page 4)

Self-Defense for Women Fee \$25*

With increasing robberies and attacks, it is necessary to consider learning self-defense techniques in order to feel more safe and confident, especially when alone. You will learn to use: the "persuader baton" a 5" instrument used to break holds and apply modest force to pressure points and pain centers; Oleoresin Capsicum — an aerosol method which incapacitates an attacker for 30 minutes. You will receive both the baton and aerosol spray when participating in this valuable training. Date to be announced. Instructor: Sgt. Armand Pires. Co-sponsored with the Providence County Sheriff's Department.

Paternity and Child Support Establishment and Enforcement Issues Fee \$20

Continuing Legal Education for attorneys. These issues involve numerous administrative and legal procedures. Topics will include: Paternity establishment - complaints vs. acknowledgements, blood testing, summary judgments, trials and evidence adjudication and name change; Child support and establishment — guidelines, wage withholding, name change via court or administrative action; Child support enforcement — contempt motions, tax intercepts, liens, bonds, seizures. New legislation will also be reviewed including that relating to the Commission on Child Support, Seizures and Reimbursement, and Uresa Cases. Friday, October 1, 1993; 8:30 a.m. - 10:30 a.m. Instructor: Sharon Santilli, J.D.

Intermediate Q&A Fee \$99

This course offers more indepth Q&A skills including Macros, Columnar printing, linking databases and using Lookup and @Lookup functions, importing and exporting data. 5 Fridays beginning October 1, 1993, 9 a.m. - 12 noon; 1/2 credit. Instructor: James Kenny, Ph.D.

Making Presentations Fee \$81

If you must make occasional presentations as part of your job responsibilities, then this course is designed for you! People have rated public speaking as their #1 fear; death has been rated #5! In this 18-hour class you will learn to overcome this common fear and use your anxiety to your advantage. In addition you will learn techniques, practical skills and suggestions to make your presentations more dynamic and effective. 6 Tuesdays beginning October 5, 1993. Note: (no class October 26) 1 p.m. - 4 p.m.; 1/2 credit. Instructor: Diane M. Hill, M.A.

Human Relations at Work Fee \$75

An outstanding employee knows how to go "that extra step". This course is filled with skillful "how to's" for day-to-day success. Topics include: Difficult People — Learn how to deal with negative, silent, volatile or rude people without feeling frustrated or helpless. Building Self-Confidence — Learn what makes people feel shy, how to gain respect and influence others, and how to handle criticism. Understanding Ourselves and Others — Learn whether your personality style is a driver, a cheerleader, an analytic or a helper; and how these styles influence our roles in life, goals, strengths, weakness, work habits and emotions. Gender Differences — Explore the key differences between men and women and how communication styles differ. Life Balancing — It's not easy juggling it all... learn techniques to balance work and family needs, and to lessen stress and frustration. 5 Wednesdays beginning October 6, 1993; 8:30 a.m. - 11:30 a.m. 1/2 incentive credit. Instructor: Alinda Nelson, M.Ed.

Understanding Family Trauma Fee \$75

This 18-hour introductory course is designed for those in the human service, health, and education fields who need to understand how family system dynamics impact on an individual's behavior or lifestyle. You will examine how various forms of trauma or crisis affect "normal" family development. Topics will include marriage and families of origin, divorce, single parenting and step-parenting, substance abuse issues, domestic and family violence, and sexual abuse. You will analyze case studies to determine origins of family crisis/trauma, predictable responses in the family system, and recommended interventions. 6 Tuesdays beginning September 28, 1993, 9 a.m. - 12 noon; 1/2 credit. Instructor: Jerry M. Haffield.

Grantship and Fundraising Fee \$95

In the initial classes, you will learn how to research funding sources and gain up-to-the-minute information on foundation and government grants. In the remaining sessions you will learn how to package your proposal for maximum impact. A portion of each session will be spent writing and reviewing written assignments so that you can prepare your individual grant request as you go along. 8 Thursdays beginning September 29, 1993, 9 a.m. - 12 noon; 1 credit. Instructor: Peter E. McGrath, M.A.

Introduction to Q&A Fee \$99

This is a 15-hour introductory course to this powerful yet easy to use database, word processing and mail merge program. Learn how it can help you solve many record-keeping tasks. 5 Thursdays beginning September 30, 1993, 9 a.m. - 12 noon; 1/2 credit. Instructor: James Kenny, Ph.D.

Supervisory and Management Skills Fee \$110

This 3-day course designed for current supervisors and managers introduces participants to principles of sound supervisory and management practice. Topics will include: assessment of supervisory styles, dealing with the difficult/troubled employee, strategies for motivating employees, and providing positive and negative feedback on employee performance. Date to be announced. 1/2 credit. Instructor: Scott Mueller, M.S.W.

Managing Employee Performance Fee \$110

Designed for supervisors who have completed Supervisory and Management Skills (see above), this 3-day program will focus on the supervisor's responsibility for managing and motivating employee performance. The key themes discussed will be performance appraisal, labor relations, and teambuilding/leadership skills. Topics include: behavioral assessment of employee performance, the probation and disciplinary processes, the grievance system, leadership styles, group dynamics and roles, and impacting the organization. Date to be announced. 1/2 credit. Instructors: Scott Mueller, M.S.W., John Turano, M.S., J.D., and John Boulmetis, Ph.D.

Introduction to Word Perfect 5.0 Fee \$99

In this 15-hour course, participants will learn how to use the basic features of this most powerful word processing program. In addition, the differences between Word Perfect 5.0 and Word Perfect 5.1 will be discussed. Members of this class will have their own IBM computer workstation or compatible during each session. 5 Wednesdays beginning September 22, 1993, 9 a.m. - 12 noon; 1/2 credit. Instructors: James Davis, Ed.D., and Tina M. Rosa.

GENERAL HOSPITAL AND ZAMBARANO HONOR NURSES



Lou Ann Ruggieri was named General Hospital 1993 Nurse of the Year at recent ceremonies held in conjunction with National Nurses' Week.

A graduate of Rhode Island College School of Nursing, Lou Ann is a ten year employee and the assistant nurse coordinator of the Mathias Building. Her priority is the delivery of quality patient care. This

goal is strengthened by a reputation as a kind, caring and compassionate human being.



Micki Corsi is the General Hospital 1993 LPN of the Year. Micki has worked at the hospital for 18 years, and is presently assigned to the Psychogeriatric Unit. Micki is known for working "above and beyond" her assigned duties. She often brings in home-baked goods for the patients, and runs errands for them on her time off. She spends many off duty holidays with

patients. Her friends say that Micki's strongest asset is her ability to listen. Micki is also among this year's June graduates of CCRI's Program in Nursing.

Zambarano's 1993 Nurse of Year, Bonnie Bailey, is a fine example of commitment to career development and determination to achieve. She began working at the hospital in 1980



as an institutional attendant, and was later promoted to senior institutional attendant. She is a 1988 graduate of CCRI with an Associate Degree in Nursing. Bonnie is looked upon as a role model for all nursing personnel at the hospital. Her joyful manner and ready smile are appreciated by hospital staff and patients alike.

Also recognized at a Nurse's Tea held in their honor were: George Boucher, LPN of the Year; Lorraine Marshall, Institutional Attendant of the Year; and Elaine Woodlock, Senior Institutional Attendant of the Year.

Director of Nursing Candace Yates, spoke of the honorees dedication to quality patient care, and of their compassion that adds dignity and meaning to the lives of their patients.

MHRH EMPLOYEES AMONG CCRI GRADUATES

Twenty-two MHRH employees were among the June graduates of CCRI's Program in Nursing. The group was part of an original contingent of 200 employees who took advantage of the MHRH/CCRI collaborative effort to provide hospital employees with the opportunity to further their professional development, and to become registered nurses. Since the onset of the program, academic courses have been held at Harrington Hall and at other sites throughout the state. Students are also required to complete clinical coursework. The first group of

graduates received their associate degrees in nursing last year. The 1993 graduates are:

Employees of Ladd Center: Deana Lee Bruskie, Terry Edgar, Denise Plante, Catherine Walmsley and Elizabeth Lackey.

General Hospital employees: Carol Ann Arnold, Paula Bowry, Michelene Corsi, Barbara Czerwien, Cynthia Johnson, Mark Keough, Thelma McGuirl and Carmen Petit.

Institute of Mental Health employees: Paul Brousseau, Charles Edwards, Elizabeth McWeeney and Helen Swallow.

Zambarano Hospital employees: Diane Grantmaier, Kathleen Paul and Sharyn Lee Ward.

Also, Lucy Westgate at Zambarano, and Debra Wright at the IMH exited as LPNs, and were expected to complete the program in July.

SECA SETS AMBITIOUS GOAL FOR '93 CAMPAIGN

The 1993 State Employees Charitable Appeal has established a goal of \$528,000 — a 6% increase over the 1992 campaign. At its July meeting, the SECA Committee ratified this goal, which reflects the input of individual departmental and agency campaign coordinators who essentially set their own goals. Campaign Chairman Dr. Americo Petrocelli, Commissioner of Higher Education, acknowledged that this is an ambitious goal, coming on top of a 14% increase in 1992, but he observed that the enthusiasm evidenced by the Committee members so far suggests that this goal is attainable. Dr. Petrocelli noted that if just 50% of all state employees contributed at 1992's average gift level, the campaign would raise \$648,000!

Next on the agenda was a review of the federations participating in this year's campaign. Representatives of each federation cited examples of the programs and services which their member agencies provide. Townsend Southard, of the International Service Agencies, summarized this montage with remarks on the universality of charitable giving — reminding the Committee members that our efforts and our dollars represent people helping people to help themselves here in Rhode Island, across the nation, and around the world.

The keynote speaker was Dr. Agnes Doody, Professor of Communications at URI, who gave a lively presentation on effective communications skills. Dr. Doody demonstrated techniques for speaking assertively and persuasively about the campaign. Dr. Doody's remarks left everyone with renewed motivation and confidence in their ability to bring the SECA message to their coworkers.

Watch for announcement of the campaign Kickoff in early September.

SIGN-UP FOR MHRH'S 30 MILER!

Sign-up now for MHRH's First Annual 30 Mile Bike Ride to be held Saturday, August 21.

In an effort to bring MHRH employees and the community closer together, MHRH and IDS Financial Services of Cranston will sponsor the event, open to cyclists throughout Rhode Island. Cyclists will leave Zambarano Memorial Hospital in Burrillville at 9:00 a.m. and proceed to the Medical Center in Cranston.

In addition to a T-shirt, munchies, and support services along the route, bike riders who finish and their families will join in post-ride activities and a picnic at the Margaret S. Walsh Park at the Rhode Island Medical Center. In addition, the registration number of bike ride participants will be used in a raffle of donated prizes at the end of the ride.

To register, call bike ride organizers Bernie George at 464-3681 or Stephen DeSesto at 464-3621. There is a \$10 registration fee to help cover the expenses of the T-shirt and food.